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To: U.S. Patent and Trademark Office -- From: Christian R. Andersen
MAIL STOP: RCE Sr. Paralegal – Intellectual Property
Examiner: J. AVELLINO
Group Art Unit: 2143
Confirmation No.: 2133

Fax: 703-872-9306 Pages
with 18
Cover:

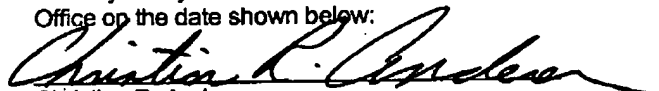
FORMAL SUBMISSION OF:

- | | |
|--|---|
| 1) Amendment Transmittal; | 3) Request for Continued Examination (RCE) Transmittal; and |
| 2) Petition for Three (3) Month Extension of Time; | 4) Amendment. |

Title: GRAPHICAL USER INTERFACE AND METHOD FOR CUSTOMER CENTRIC NETWORK MANAGEMENT
Serial No. 09/539,972
Filing Date: March 31, 2000
First Named Inventor: Boris S. ELMAN
Atty. No. 99-837 RCE 1

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below:


Christian R. Andersen

Date of Transmission: April 14, 2005

AMENDMENT TRANSMITTAL LETTER			Docket No. 99-837 RCE 1		
Application No. 09/539,972	Filing Date March 21, 2000	Examiner J. AVELLINO	Art Unit 2143		
Applicant(s): Boris S. ELMAN et al					
Invention: GRAPHICAL USER INTERFACE AND METHOD FOR CUSTOMER CENTRIC NETWORK MANAGEMENT					
TO THE COMMISSIONER FOR PATENTS					
Transmitted herewith is an amendment in the above-identified application.					
The fee has been calculated and is transmitted as shown below.					
CLAIMS AS AMENDED					
	Claims Remaining After Amendment	Highest Number Previously Paid	Number Extra Claims Present	Rate	
Total Claims	10	- 18 =	0	x 50	0.00
Independent Claims	5	- 5 =	0	x 200	0.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT:					0.00
<input checked="" type="checkbox"/> Large Entity <input type="checkbox"/> Small Entity					
<input checked="" type="checkbox"/> No additional fee is required for this amendment.					
<input type="checkbox"/> Please charge Deposit Account No. _____ in the amount of \$ _____. A duplicate copy of this sheet is enclosed.					
<input type="checkbox"/> A check in the amount of \$ _____ to cover the filing fee is enclosed.					
<input type="checkbox"/> Payment by credit card. Form PTO-2038 is attached.					
<input checked="" type="checkbox"/> The Director is hereby authorized to charge and credit Deposit Account No. <u>07-2347</u> as described below. A duplicate copy of this sheet is enclosed.					
<input checked="" type="checkbox"/> Credit any overpayment.					
<input checked="" type="checkbox"/> Charge any additional filing or application processing fees required under 37 CFR 1.16 and 1.17.					
Joel Wall Attorney for Applicant Registration No.: 25,648			Dated: <u>April 14, 2005</u>		
Verizon Corporate Services Group, Inc. c/o Christian Andersen 600 Hidden Ridge Drive, Mailcode HQE03H14 Irving, TX 75038 972-718-4800 CUSTOMER NO.: 32127					
CERTIFICATE OF MAILING/TRANSMISSION (37 CFR 1.8(a))					
I hereby certify that this correspondence is, on the date shown below, being transmitted by facsimile to the United States Patent Office at 703-872-9306.					
Dated: April 14, 2005		Signature: <u>Christian Andersen</u> (Christian Andersen)			

PTO/SB/30 (10-01)

Approved for use through 10/31/2002. OMB 0651-0031

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

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REQUEST FOR CONTINUED EXAMINATION (RCE) TRANSMITTAL

Address to:
Commissioner for Patents
Mail Stop RCE
P.O. Box 1450
Alexandria, VA 22313-1450

Application Number	09/539,972
Filing Date	March 31, 200
First Named Inventor	Boris S. ELMAN
Art Unit	2143
Examiner Name	J. AVELLINO
Attorney Docket Number	99-837 RCE 1

This is a Request for Continued Examination (RCE) under 37 C.F.R. 1.114 of the above-identified application. Request for Continued Examination (RCE) practice under 37 CFR 1.114 does not apply to any utility or plant application filed prior to June 8, 1995, or to any design application. See Instruction Sheet for RCEs (not to be submitted to the USPTO) on page 2.

1. Submission required under 37 C.F.R. § 1.114

- a. ☐ Previously submitted
- i. ☐ Consider the amendment(s)/reply previously filed on _____
(Any unentered amendment(s) referred to above will be entered).
- ii. ☐ Consider the arguments in the Appeal Brief or Reply Brief previously filed on _____
- iii. ☐ Other _____
- b. ☒ Enclosed
- i. ☒ Amendment/Reply
- ii. ☐ Affidavit(s)/Declaration(s)
- iii. ☐ Information Disclosure Statement (IDS)
- iv. ☐ Other _____

2. Miscellaneous

- a. ☐ Suspension of action on the above-identified application is requested under 37 C.F.R. 1.103(c) for a period of _____ months. (Period of suspension shall not exceed 3 months; Fee under 37 C.F.R. 1.117(f) required)
- b. ☐ Other _____

3. Fees

The RCE fee under 37 C.F.R. 1.17(e) is required by 37 C.F.R. 1.114 when the RCE is filed.

- a. ☒ The Director is hereby authorized to charge the following fees, or credit any overpayments, to Deposit Account No. 07-2347
- i. ☒ RCE fee required under 37 C.F.R. 1.17(e) **\$790.00**
- ii. ☒ Extension of time fee (37 C.F.R. 1.136 and 1.17) **\$1,020.00**
- iii. ☐ Other _____
- b. ☐ Check in the amount of \$_____ enclosed
- c. ☐ Payment by credit card (Form PTO-2038 enclosed)

WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT REQUIRED

Name (Print / Type)	Joel Wall	Registration No. (Attorney/Agent)	25,648
Signature		Date	April 14, 2005

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that this document is being transmitted via facsimile to the Patent and Trademark Office on the date shown below.

Name (Print / Type)	Christina R. Andersen	Date	April 14, 2005
Signature			

Burden Hour Statement: This form is estimated to take 0.2 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND Fees and Completed Forms to the following address: Commissioner for Patents, Mail Stop RCE, P.O. Box 1450, Alexandria, VA 22313-1450.